

Multi-Use Network (MNT) Completes Build-Out

The 3-year MNT project build-out is complete. Qwest and its strategic partners invested approximately \$60 million in the infrastructure for the MNT. The State agreed to pay approximately \$9.5 million over ten years to reserve 20 megabits per second of bandwidth at each of these ANAPs for public sector use.



Above are some of the Telecommunications staff members—Chris Block, Gary Lopez, Getachew Mekonnen, John Clark, Debra Dirks, David Bredehoeft and Tammy Woodhouse

MNT Achievements

Listed below are a few of the primary achievements of the MNT program.

- A statewide redundant fiber backbone is deployed throughout Colorado.
- Expensive backhaul charges for rural customers are reduced or eliminated. The new network tariffs are based on entering and exiting the network, not on distance traveled.
- Equity in pricing is established. The same Qwest tariff rate applies to all areas of the state served by Qwest.
- The stage is set for redundant or duplicate circuit connections at major public facilities to be reduced or eliminated through a strategy of circuit aggregation. ●

Faster Network Connections

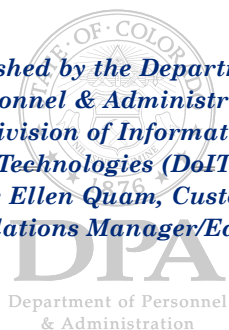
DoIT completed a 10-month project to increase the MNT network bandwidth in June 2004. The MNT Development section completed the migration of service from the OC-3 (155Mbps) Qwest service to the new OC-12 (622Mbps) Qwest service at a Denver



Phil Bisant,
Manager of Network
Development and
Operations

continued on page 2

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Sue Ellen Quam, Customer
Relations Manager/Editor



DoIT ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

Colorado Personnel Payroll System

(CPPS) Improved

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

Communication Services Is Vendor

Of Choice

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts



**Paul Nelson,
Network Services
Manager**

location. Increasing additional bandwidth provides customers the capacity they need to fulfill their business needs.

All MNT customers will benefit from this conversion, as the newer routing equipment is 33% faster than the prior equipment used. In addition to this performance improvement, the new system can be changed without incurring interruptions of

service. Use of multiple routers ensures maintaining Internet connectivity even if the first hop router fails. ●

Mainframe Upgrade Realized

Earlier this year, the Division completed a major hardware upgrade when it replaced the Amdahl mainframe with an IBM z/800 enterprise server. The z/800 provides computing services to many State departments and agencies. In early December 2003, DoIT completed the conversion of the Operating System Software to z/OS. This was a major migration from an older operating system named OS/390 V2.9 to z/OS V1.4, the most current operating system for the enterprise server (mainframe) by IBM.

Some of the benefits from this software change are: (1) it brings the division current with IBM recommended mainframe operations as IBM no longer sup-

Truth In Rates Underway

On November 6, 2003 the Division of Information Technologies finished implementation of new billing rates known as "Truth in Rates". Updating the rates to capture true operating costs was a State Audit Committee requirement along with being a division strategic objective. Significant programming changes were needed in the four network services billing systems: Multi-use Network (MNT)/ Systems Network Architecture (SNA), phone long-distance, phone equipment, and Digital Data Network (DDN)/Legacy to accommodate the rate changes. The Division's order/entry and application staff members diligently worked to prepare billing information for its customers. ●

ports OS/390 V2.9; (2) it uses 64 bit addressing which will greatly reduce system paging and will eliminate virtual storage constraints allowing jobs to run faster; and (3) installed Work Load Manager (WLM) for enhanced system performance. ●



DoIT staff members Sandra Shannon, Ann Martin, Kathy Olivas, Joe Leighty, Harry McDonald and Walt Sanchez.

DoIT

ANNUAL REPORT

Multi-Use Network (MNT) Build-Out
MNT Achievements
Faster Network Connections
Truth In Rates Underway
Mainframe Upgrade Realized
Job Application System Goes Live
Virtual Server Use Starts
DoIT Creates Catalog Of Services
Customer Survey
New Automated Systems For DPA
Guy Mellor Is "Leader Of The Year"
Colorado Personnel Payroll System (CPPS) Improved
Departments Partner On Financial Data Warehouses
Where Is The Money?
Installation Of New Microwave Radios And Antennas
Spam Email Control
State Archives/Colorado Quarter
Open Enrollment Website
KRONOS Upgraded
Bids System Improvements
Employee Survey
Tracking "Mad Cow" Virus
Internet Content Management
DoIT Aids Other State Departments
Utilization Of DoIT's Data Center
DoIT And DNR Partner
MNT Expansion/Digital Subscriber Line (DSL) Installation
DoIT Enhances Telecommunications Systems For CDHS And Others
Communication Services Is Vendor Of Choice
Deferred Compensation Accounts
Disaster Recovery Testing
Improved Fleet Management System
EMPL System Retirement
DoIT Unit Contacts

Job Application System Goes Live

Just a note to let you know that we accept the on-line application and approve the implementation. The agencies that have used it over the past month have been pleased with its performance. Thanks for your work.

Joseph Czajka, Ph.D.
 Workforce and Staffing Consultants, Supervisor
 Department of Personnel & Administration,
 Division of Human Resources

The newly updated online job application system went "live" on December 8, 2003 on the State of Colorado Home page job announcements site maintained by the Department of Personnel and Administration (DPA). The application system is used as a preferred method of applying for classified positions with the State of Colorado.

This project improves the existing job application process in many areas. It offers a professional looking web presentation, better navigation through and between the pages of the job application, and a PDF file to contain the completed application. This was a cooperative application development effort that required both technical and business expertise. Governor Owens' New Century Colorado report requested that a new web based job application system be completed. ●

Virtual Server Use Starts

DoIT staff completed full consolidation of our first target virtual server. A DoIT owned server had been suffering hardware failures and replacement was imminent. DoIT staff used a virtual-machine solution, which allows us to combine multiple servers on a single physical machine, reducing the cost of maintaining multiple physical servers. DoIT's future plans are to market the virtual-machine solution to other State departments once development and testing are completed. ●



Marie Sarazin, Contracts Administrator and Sue Ellen Quam, Customer Relations Manager at DoIT's Information Booth at the 2004 CSMA/CFMA/CIMA Spring Conference

DoIT Creates Catalog Of Services

Revenue shortfalls and need for economies of scale suggest even greater necessity for IT consolidation when existing resources can provide desired services. The Division of Information Technologies (DoIT) is pleased to provide you with [a catalog of our services](#). We offer these services to

State departments and, in some instances, to local governments and private non-profit entities. The division welcomes new business and is expert at providing centralized services and support. ●

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

Colorado Personnel Payroll System

(CPPS) Improved

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

Communication Services Is Vendor

Of Choice

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Customer Survey

On March 7, 2004 DoIT issued a [survey](#) to many of our customers. The purpose of the survey was to develop a baseline of customer perception on services offered by the Division. We asked our customers to use a five point-rating scale describing whether services: (1) did not meet expectations, (3) met expectations, or (5) exceeded expectations. Our services were rated as meeting or exceeding customer expectations in approximately 76% of our service areas. Efforts are already underway to improve the score to an even higher percentage of meeting expectations in the next survey.



Customers and staff attending the 2004 CIMA/CSMA/CFMA Spring Conference



Samplings of the strengths listed by customers are:

- Providing good customer service.
- MNT sponsored services.
- Providing Data Center Operational support.
- Providing Archival and Record Retention support. ●



DoIT ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Two New Automated Systems For DPA Employees

By Jeff Wells,
*Executive Director
Departments of Personnel &
Administration and Labor &
Employment*



DPA is transitioning to a new way of processing personnel actions, leave requests, and time sheets by using two new automated systems.

One of the new systems is the Employee Data System (EDSys), created by the Colorado Department of Labor & Employment. This database contains information on each DPA employee, position, work group, leave, pay stub, and personnel transaction. Managers and supervisors now have a new, streamlined way to process personnel actions within their assigned units that greatly reduce the time needed to conclude a transaction.

The second system implemented at DPA is KRONOS, which manages timekeeping, leave requests and approvals, and tracks leave accrual information. This system allows employees to enter their time sheet information that is subsequently routed to supervisors for review, edit and approval. ●

Guy Mellor Is Leader Of The Year

The Governor's Leadership Award recognizes a manager, supervisor or lead worker with the State, who has at least two years of experience as a manager with program responsibility, or as a supervisor or lead worker, whose primary function is supervision of more than three employees. This year, DoIT's Deputy Director, Guy Mellor, was one of two outstanding state employees who received this award. Guy was acknowledged for his excellent program leadership of the Multi-Use Network (MNT) Program. The other recipient was Stacey Stegman of the Department of Transportation. ●



From left to right: Jane Norton, Lieutenant Governor, Guy Mellor, presenter Mike Beasley, Executive Director of Local Affairs and Jeff Wells, Director of the Departments of Personnel & Administration and Labor & Employment

DoIT ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Colorado Personnel Payroll System (CPPS) Improved

The Division implemented a new version of the Colorado Personnel Payroll System (CPPS) on November 26, 2003. Many system enhancements will be realized from this project to include real-time Payroll Batch editing (no longer requiring overnight processing for edits), improved access between system functions (table and personnel system lookups), and will allow for future expansion of the system to include access to the Internet for

Payroll personnel. The enhancement sets the stage for more employee self-service features such as updating employee demographics, implementing W-4 changes, and payroll review.

During January the Payroll staff closed employee files for Tax Year '03 and started up Tax Year '04. W-2 forms were processed and printed for 50,000 State employees. Open Enrollment updates were completed on the first of January. These actions completed a seven-month project between Employee Benefits, TMU and a private company named Business Solvers. This process allowed employees to conduct benefits selections, during the Open Enrollment period, using the Internet and having those selections modify the State Payroll System. ●

Departments Partner On Financial Data Warehouses

The Department of Corrections (DOC) approached DPA's IT Financial section with a proposal to help both departments. The DOC wanted to eliminate the support of their departmental financial data warehouse (FDW), which contained COFRS budget and accounting transactions, in order to take advantage of DoIT's statewide FDW. The DOC had purchased, and was using, a software product from Information Builders called Managed Reporting with their FDW. This product allowed DOC staff to develop custom reports related to their business needs. The Division's financial section had heard from several other departments, including their

own DPA, that they would like to use Managed Reporting. DOC offered to help with the setup and testing of Managed Reporting on the statewide FDW. This support provided needed expertise to implement Managed Reporting to DOC and to other departments in the future.

This mutually beneficial project resulted in DOC's offer to host a disaster recovery site for the statewide FDW. In November 2003, DOC was able to disconnect their internal FDW system. Linking to the statewide system made it unnecessary for them to run their system, and provides a more stable system for their use. DPA recently purchased licenses for its use to migrate to the new software once the design and implementation features are negotiated with internal users. Other departments wishing to access the new software will need to purchase necessary licenses and work with TMU staff in design, implementation and staging. ●

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

**EMPL System Retirement
DoIT Unit Contacts**

Customer acknowledgement received from Paul Lewin, DOC's acting CIO...

From: Paul Lewin

To: Jim Miller

Sent: Tuesday, November 18, 2003 10:42 AM

Subject: Re: Shutdown of AWS server

I received a simple one-sentence description from the Systems Group, which describes a server that has been shutdown and a new link created to the new server. Although the sentence is very descriptive and well stated, the real story is a long journey of persistence, money, intra-agency cooperation, executive buy-in, training, politics and luck. Not much of the latter, because the staff whom finished the journey didn't need much luck. They were able to succeed with dedication, persistence and

knowing that what they did was right for the Department of Corrections and DPA. These dedicated staff members are: Janet Henderson, Paul Engstrom and Ruth Crawford (DPA). When I originally proposed to consolidate our server with DPA, I must admit I had several reservations: working with Jan & Paul (I didn't know them too well) and working with another state agency (DPA). From the start though, I knew I had made the correct decision. Jan, Paul and Ruth managed and completed this project brilliantly and professionally. In the future I will measure all projects against the success of this project.

Thank you!

Paul Lewin

Acting Chief Information Officer

Colorado Department of Corrections

Where Is The Money?

Fiscal year '02-03 brought many fiscal challenges with revenue shortfalls seemingly occurring on a quarterly basis. These financial challenges created a critical need for quick access to information to analyze State financial resources. A new cash available process requested by Treasury personnel was recently implemented to help meet the need to readily review general fund accounts and other accounts where funds could be borrowed if needed in the short term. This process allows greater identification of how much cash is available for short-term borrowing and will assist Treasury and State Controller personnel in analyzing and managing the State's cash flow. ●

Installation Of New Microwave Radios And Antennas



Olen Teague from Telecommunications Services

New microwave radios and antennas were installed between Grand Junction to Whitewater, Whitewater to Montrose and Montrose to Storm King. These new sites increase capacity to the State of Colorado microwave network required for the ongoing implementation of DTR.

continued on page 8

DoIT

ANNUAL REPORT

Multi-Use Network (MNT) Build-Out
MNT Achievements

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

Colorado Personnel Payroll System

(CPPS) Improved

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

Communication Services Is Vendor

Of Choice

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

One new DTR fill-in site was turned up at Holyoke. The installation of this new fill-in site in the Holyoke area has improved radio coverage for State agencies and made DTR available for use by our local government partners in the area.

Installation of several new sites in the Grand Junction area makes DTR available for use by our local government partners in the Montrose area. The City of Montrose has begun active use of DTR.

The DTR system was upgraded to the latest Project 25 suite of standards, revision 6.3 of Motorola's Astro technology. The new upgrade completed the integration of voice and data providing a platform that supports the transport of low speed data, messaging and photographs such as mug shots on the system.



Weather transmitters for the Department of Transportation have been installed along the I-70 corridor in the Eagle/Glenwood Springs area of Colorado. These transmitters broadcast essential

information about weather and road conditions to travelers on commercial FM radio channels. Anyone with standard FM car radio may receive this information as they travel through the area.

Orders are in place for equipment purchases using Federal grants to provide DTR subscriber and infrastructure equipment in the San Luis Valley. We wish to express our gratitude and appreciation to the Colorado Department of Public Safety for their past and continuing efforts in assisting with the acquisition of grants for this project. ●

Spam Email Control

Freestone Software was selected as the enterprise level anti-spam vendor. The DoIT technical team is working with Freestone and State agencies to implement the software on the State's email servers in the near future. Testing will be conducted prior to statewide implementation. Freestone

meets all the technical qualifications, has solid background in the defense industry and offered the most attractive pricing. We expect to have the software implementation completed by Fall 2004.

DoIT collaborated with the Office of Innovation and Technology to identify and implement enterprise-level solutions to the increasing problem of unsolicited commercial email (UCE or "spam" email). The work-

continued on page 9

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

Colorado Personnel Payroll System

(CPPS) Improved

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

Communication Services Is Vendor

Of Choice

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts



**Rick Malinowski,
Division Director/
CIO of DoIT**

ing-group identified a two-tiered solution as best for our needs. The first tier catches obvious UCE as it enters the state network; and, the second tier catches less obvious UCE at the client. The software contains anti-virus filtering; policy compliance filtering (checking outgoing email for confidential information); adult content filtering; email management (reporting, archiving, disclaimers, etc.); email relay; secure email (encryption); attachment handling (deconstruction/analysis of attachments) and other important features needed to control the spread of spam within our networks.

DoIT staff prepared the solicitation, answered all vendor questions and prepared the evaluation spreadsheet containing vendor responses for the ratings team members. ●

Open Enrollment Website A Success

Informational Pages for Online Benefits Open Enrollment Web Site were deployed for state employees to register for health care benefits. Website utilization eliminated the expense normally associated with mailing and printing information to thousands of State employees. An online form for use via a Benefits Training class was also developed. ●

State Archives And The Colorado Quarter Campaign

In 2006, the U.S. Mint will produce over 450 million quarters honoring the State of Colorado, as part of its Fifty States Commemorative Coin Program. The effort to find nominations for the selection of Colorado's quarter design is being led by First Lady Frances Owens. State Archives assisted the effort by working with the Governor's office in developing the website. Please visit the Colorado Home Page to see the [Colorado Quarter](#) Design Recommendation announcement. ●



**Terry Ketelsen,
State Archivist**

KRONOS Statewide Timekeeping System Upgraded

The timekeeping system used by the Departments of Natural Resources, Public Health and Environment, Law, Public Safety and Labor and Employment was upgraded to a new version and the most current patches sent by the vendor were applied. The upgrades are in production for the Department of Natural Resources and the Department of Public Health and Environment. ●

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Bids System Improvements

DoIT staff achieved two significant accomplishments on the DPA's Division of Purchasing BIDS system. First, staff worked with a vendor to complete the BIDS firewall server swap and software upgrade. Secondly, an enhancement that allows forwarding of Lotus Notes email to the Internet was deployed to all purchasing agents. This allows purchasing agents to reach customers who are not on Notes mail and to consolidate their Notes and Outlook email into one inbox. Users can still make use of the various purchasing groups that were set up under Lotus Notes. ●

Employee Survey Conducted

An employee survey for staff of the Division of Information Technologies was distributed the week of January 5, 2004. All surveys were collected in confidence and compiled by Document Solutions Group (DSG), part of the Central Services Division. DSG received 159 surveys out of 164 staff members, about a 97% return. DoIT senior management is pleased with the survey responses as the survey time span, from December 2002 through December 2003, was a stressful period for staff due to severe statewide fiscal constraints. Management members and their staff will take the results and work on improvement by work group. ●

Customer acknowledgement received from Al Lippa, Director of Technology Services and Support, Colorado Lottery to Rick Malinowski, DoIT Division Director/CIO...

Rick,

Just a quick note of thanks to you and your staff.

I have been with the State now approximately three months and have reached a milestone for the Computer Migration And Conversion (CMAC) project, that being the approval and pricing of the CMAC MNT Retailer network. Prior to this milestone my perception of the relationship between our two agencies was less than satisfactory.

I do not believe that is the case today and going forward in the future under my tenure.

I cannot express my gratitude enough for the outstanding work on the behalf of Paul Nelson, Phil Bisant, John Clark, and Lorilie McCann. Their efforts have enabled the DOR/Lottery to go forward with a precise budgetary figure for a network solution that is far superior to the one in place for the Lottery today. It probably helps that I am able to speak the same language as you folks but nonetheless, the credit goes to you and your staff.

Please let them know I am grateful for their outstanding efforts!

DoIT ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

Colorado Personnel Payroll System

(CPPS) Improved

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

Communication Services Is Vendor

Of Choice

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Tracking "Mad Cow" Virus During Denver's National Stock Show

An MNT T-1, router and LAN (Local Area Network) were installed to support the State Department of Agriculture for work performed during the 2004 Denver Stock Show. Recent incidences of "Mad Cow disease" necessitated the use of a tracking system at the Denver Auditorium Arena Complex. This IT site was installed in three days and then dismantled upon the closing of the Stock Show. ●

Internet Content Management

Maintaining the integrity of our State Networks against outside influence remains a key concern and challenge. Along with spam becoming a major network issue, other issues may be occurring on State Department equipment such as visiting unauthorized sites, downloading inappropriate materials and other activities considered undesirable by management and staff.

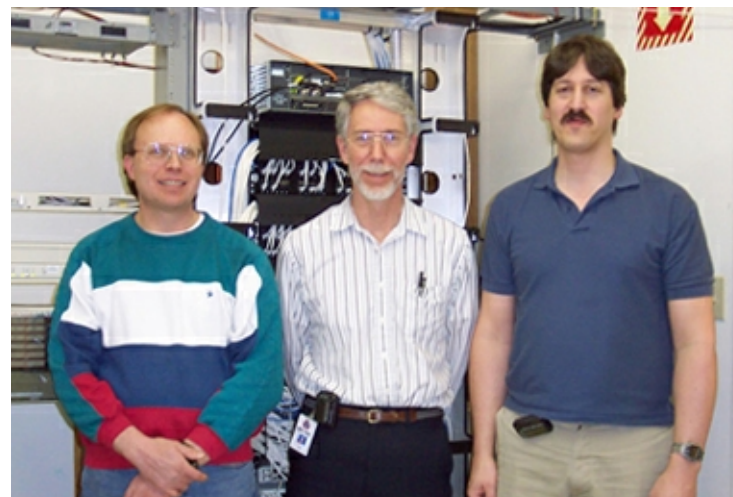
DoIT is now using a proxy server, currently used by Legislative Services, to evaluate the usefulness of Internet filtering. They have enough free licenses to allow us to use their server for a trial period. We will conduct "before and after" measurements to see what affect Internet filtering has on our network. We expect

Dear Rick:

On behalf of the Colorado Department of Agriculture, I would like to express my thanks to you and your staff for your commitment and assistance in our preparations for this year's National Western Stock Show...

I also want to acknowledge the importance of the collaborative efforts with you, your staff, and the Qwest personnel. When faced with issues like our current budget environments this collaboration is greatly appreciated,

Sincerely,
Don Ament, Commissioner



From left to right: Server Team Members Rod Wilson, Roy Jansen (recently retired) and Ron Applebach

to learn how much use there might be, what effect audio and video streaming has on our bandwidth, and what legitimate use may be affected. ●

DoIT ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

**EMPL System Retirement
DoIT Unit Contacts**

DoIT Aids Other State Departments

DoIT Network Services installed the telecommunications systems for two new DOR (Department of Revenue) Driver License Offices in the Colorado Springs area. DOR needed immediate installations to occur and staff met their accelerated request for service.

A new 15-megabit connection was installed for the Department of Public Health and Environment. This new connection is between the Health Department Campus in Glendale and the DoIT Data Center in Lakewood. This link will make it faster for campus employees to connect to the Internet and to the State network. ●

DoIT And DNR Partner On A Parks Reservation System

DoIT staff completed acquisition, installation, and configuration of the servers required by the Department of Natural Resources in support of their parks reservation application software named "Parks". DoIT is providing hosting services to the DNR for this application. This system requires reliability and support beyond what DNR-ITS can provide at this time. DNR is entering into an agreement with DoIT to provide the physical infrastructure, network connectivity, and associated support. Additionally, DNR is requesting after-hours basic call center support. ●

Utilization Of DoIT's Data Center Operations

The OIT/IMC Report is compiled annually to quantify State customers usage of DoIT's Data Center. Paper usage and costs continue to decline as tools for making reports available over the Internet are adopted by our customers. Server hosting has grown from 129 in fiscal year '02 to 178 in fiscal year '03. DoIT's purchase of a new mainframe, the z800, allows the Data Center to provide the same mainframe capacity as before, more than doubles available memory, and allows for future creation of "virtual servers" on the mainframe. Creation of "virtual servers" will be important to statewide aggregation efforts. Other areas of computer usage continued to grow, mostly in tune to population growth in the state. ●

MNT Expansion And Digital Subscriber Line (DSL) Installation

Since January 2004, 14 new MNT customers were added to the State IP network and seven new DSL (Digital Subscriber Line) sites were activated on the MNT network including DSL installations at the Executive Residence in Denver, the Department of Natural Resources and for the Buena Vista Library.

continued on page 13

DoIT ANNUAL REPORT

Multi-Use Network (MNT) Build-Out
MNT Achievements
Faster Network Connections
Truth In Rates Underway
Mainframe Upgrade Realized
Job Application System Goes Live
Virtual Server Use Starts
DoIT Creates Catalog Of Services
Customer Survey
New Automated Systems For DPA
Guy Mellor Is "Leader Of The Year"
Colorado Personnel Payroll System
(CPPS) Improved
Departments Partner On Financial
Data Warehouses
Where Is The Money?
Installation Of New Microwave
Radios And Antennas
Spam Email Control
State Archives/Colorado Quarter
Open Enrollment Website
KRONOS Upgraded
Bids System Improvements
Employee Survey
Tracking "Mad Cow" Virus
Internet Content Management
DoIT Aids Other State Departments
Utilization Of DoIT's Data Center
DoIT And DNR Partner
MNT Expansion/Digital Subscriber
Line (DSL) Installation
DoIT Enhances Telecommunications
Systems For CDHS And Others
Communication Services Is Vendor
Of Choice
Deferred Compensation Accounts
Disaster Recovery Testing
Improved Fleet Management System
EMPL System Retirement
DoIT Unit Contacts

A new 10-megabit redundant connection was installed for the DOR (Department of Revenue), between the DOR site at 1881 Pierce and the Capital complex. This will allow nearly 100% uptime in data communications from that site. ●

Order, Entry, and Billing staff members Lenora Dobson (left) and Lorilie McCann (right)



Communication Services Is Vendor Of Choice

Communication Services is the vendor of choice for the National Oceanic and Atmospheric Administration (NOAA) radio in the State of Colorado. NOAA radio provides essential real time weather and atmospheric reporting and warnings to citizens of Colorado. Communication Services installed a new transmitter in Springfield, Colorado for the National Oceanic and Atmospheric Administration (NOAA). ●



▲ From left to right: Communications staff members Richard Schmidt (recently retired), Larry Brooks, Ray Nelson and Dennis Kalvel.

DoIT Enhances Telecommunications Systems For CDHS And Others

The long distance billing systems were modified to add a new telecommunication switch for the Colorado Mental Health Institute in Pueblo. Staff prepared a checklist of customer actions required to add a new switch to the long distance billing systems in an effort to improve internal business processes. Additionally, the creation of a

Microsoft Excel spreadsheet of all telephone equipment information now allows DoIT personnel to more easily provide telephone inventory reports by location to customers. ●



Ken Hinkle from the Order, Entry, and Billing Unit

Deferred Compensation Accounts

DoIT staff completed a new process to allow State employees to borrow money from their 457 Deferred Compensation accounts and have repayment taken directly from their payroll. Work was also completed to allow direct file transfers of employee 401k deductions with the new 401k provider, City Street. ●

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

Departments Partner On Financial

Data Warehouses

Where Is The Money?

Installation Of New Microwave

Radios And Antennas

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

MNT Expansion/Digital Subscriber

Line (DSL) Installation

DoIT Enhances Telecommunications

Systems For CDHS And Others

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Disaster Recovery Testing

The annual test of the State's disaster/recovery capability was successfully completed at a secure and redundant remote mainframe computing facility provisioned under a contract with IBM. An

additional billing system was added to the repertoire of systems that can be executed in the event of a disruption in the state's computing resources. This year's test could be graded as exceeding any prior test. Once again, the Data Center has proven it is fully capable of restoring the mainframe system and the communication connection between the recovery site and the State's network. The baseline moved to 15 hours for total system recovery during the test this year. ●



▲ Jason Blair and Brian Ipsen at the DR site



▲ Brian Ipsen and Norbert Drenski at the Disaster Recovery (DR) site



▲ Carol Walker and Bob Siska at the DR site

Improved Functionality For Fleet Management System

Division of Information Technologies staff rolled out a new CARS software release for Fleet Management. The release implements new functionality and resolves over twenty software change requests. One of the most notable enhancements to the system is the addition of the Contacts Management module. This new functionality allows Fleet Management staff to email all CARS users

directly from the CARS system. There is no longer a need to maintain a cumbersome manual system to maintain current CARS users in a separate personal distribution list on MS Outlook.

Two new features were added to the MyFleet CARS web interface. Users now have the capability to request a fuel card by completing an on-line request form and the ability to view odometer history data.

A My Fleet CARS Interface release was also implemented that included the new online Vehicle Utilization Report. With the use of this report, agency fleet managers have direct access to utilization data that assists them with managing their fleet to ensure the most efficient use of these vehicles. ●


Multi-Use Network (MNT) Build-Out
MNT Achievements
Faster Network Connections
Truth In Rates Underway
Mainframe Upgrade Realized
Job Application System Goes Live
Virtual Server Use Starts
DoIT Creates Catalog Of Services
Customer Survey
New Automated Systems For DPA
Guy Mellor Is "Leader Of The Year"
Colorado Personnel Payroll System
(CPPS) Improved
Departments Partner On Financial
Data Warehouses
Where Is The Money?
Installation Of New Microwave
Radios And Antennas
Spam Email Control
State Archives/Colorado Quarter
Open Enrollment Website
KRONOS Upgraded
Bids System Improvements
Employee Survey
Tracking "Mad Cow" Virus
Internet Content Management
DoIT Aids Other State Departments
Utilization Of DoIT's Data Center
DoIT And DNR Partner
MNT Expansion/Digital Subscriber
Line (DSL) Installation
DoIT Enhances Telecommunications
Systems For CDHS And Others
Communication Services Is Vendor
Of Choice
Deferred Compensation Accounts
Disaster Recovery Testing
Improved Fleet Management System
EMPL System Retirement
DoIT Unit Contacts

EEMPL is the State's Employee Data System. It is a custom software application that ensures employee information complies with any and all appropriate statutes, rules and procedures. EMPL contains the employee history section of the Colorado Personnel Payroll System. During the month of May, the Payroll Team completed testing and implementation of four releases and updates to the Colorado Personnel Payroll System (CPPS), making it easier to use. These upgrades included numerous screen



**Mike Amelon,
HR Software Manager**

upgrades, “bug” fixes as well as system enhancements. This implementation was the culmination of four months work and completed the first milestone for the retirement of the EMPL system.



Current plans are underway to retire EMPL and enhance the functionality of CPPS as an interim step toward developing an Enterprise Resource Planning (ERP) system. The goal is to have all of the State's human resource (HR) and payroll information in a single system. In order to do that, some sort of data warehouse or mart will be required. The current schedule calls for EMPL to be fully retired by 3/31/05. CPPS updates are complete. The HR data warehouse/mart and Business Intelligence tools are slated to go out for RFP 8/15/04. ●

Key Contacts For The Division Of Information Technologies (DoIT)

The main office for the Division of Information Technologies (DoIT) is located at 690 Kipling Street, Lakewood, Colorado 80215. The Service Center Phone numbers and email address is listed below along with some of DoIT's senior management email addresses.

LOCAL (303) 239-4357 (HELP)

TOLL FREE (877) 632-2487

OUTAGE STATUS (303) 239-4666

DoIT Email Address . . DoIT-CS.ServiceCenter@state.co.us

DoIT Website DoITstate.state.co.us

DoIT News Email Address DoIT.News@state.co.us

DoIT News Website colorado.gov/dpa/doit/news/

Division Director/Chief Information Officer
 *Rick Malinowski*

Division Deputy Director *Guy Mellor*

continued on page 16

DoIT

ANNUAL REPORT

**Multi-Use Network (MNT) Build-Out
MNT Achievements**

Faster Network Connections

Truth In Rates Underway

Mainframe Upgrade Realized

Job Application System Goes Live

Virtual Server Use Starts

DoIT Creates Catalog Of Services

Customer Survey

New Automated Systems For DPA

Guy Mellor Is "Leader Of The Year"

**Colorado Personnel Payroll System
(CPPS) Improved**

**Departments Partner On Financial
Data Warehouses**

Where Is The Money?

**Installation Of New Microwave
Radios And Antennas**

Spam Email Control

State Archives/Colorado Quarter

Open Enrollment Website

KRONOS Upgraded

Bids System Improvements

Employee Survey

Tracking "Mad Cow" Virus

Internet Content Management

DoIT Aids Other State Departments

Utilization Of DoIT's Data Center

DoIT And DNR Partner

**MNT Expansion/Digital Subscriber
Line (DSL) Installation**

**DoIT Enhances Telecommunications
Systems For CDHS And Others**

**Communication Services Is Vendor
Of Choice**

Deferred Compensation Accounts

Disaster Recovery Testing

Improved Fleet Management System

EMPL System Retirement

DoIT Unit Contacts

Accounting & Financial Systems Manager within TMU
..... *Dave Cuneo*

Business Services *Molly Behnke*, Manager

Colorado State Archives *Terry Ketelsen*,
State Archivist

Communication Services *Paul Nelson*, Manager

Computing Services *Tony Poulter*,
Technical Support Manager

Customer Relations Manager/Editor of DoIT News
..... *Sue Ellen Quam*

DPA Systems Manager within TMU . . . *Linda Watson*

Human Resource Systems Manager within TMU
..... *Mike Amelon*

Marketing *Margaret DeLany*, Manager

Multi-Use Network/MNT *Paul Nelson*, Manager

Quality Assurance Manager within TMU. . . *Ann Mord*



DPA
Department of Personnel
& Administration